



Position Description

Position Title:	Front of House Manager (up to 2 positions available)
Department:	Marketing and Communications
Location:	Santa Barbara, CA
Status:	Seasonal, Part-Time, Non-Exempt
Employment Period:	Part-Time Monday, June 9 through Monday, August 11, 2025

Position Summary

The Front of House Manager oversees Front of House operations for events occurring at the Music Academy, working closely with other staff to ensure successful, polished event flow. This position reports to the Director of Guest Services and works under the direction of the Front of House Supervisor. This is an excellent opportunity to gain hands-on experience in front of house theater management and guest services.

Position Responsibilities

House Management

- Responsible for coordinating and overseeing all Front of House operations during a performance
- Coordinate with Back of House staff to ensure all aspects of the performance are running smoothly, including audience ingress and egress
- Coordinate with Ticket Office staff to ensure all seating needs are met
- Ensure program book sheets, program books, inserts, and sponsor recognition assets are available at each event
- Prepare for unexpected occurrences and serve as primary contact in case of emergency
- Supervise volunteer ushers during events and reports any performance issues to the Front of House Supervisor and Director of Guest Services

Customer Service

- Set the standard for attentive, courteous, and sincere customer service – both for internal and external clients
- Maintain professional, polite, and positive presentation at all times
- Receive and resolve any questions or customer service issues
- Handle lost-and-found items

Other duties as assigned.

Candidate Profile

The Music Academy values colleagues with diverse perspectives who thrive in a collaborative, highly communicative workplace. Our administration collectively informs and agrees upon the organization's expectations for teamwork, including a positive, goal-oriented environment that positions every employee for success.

The ideal candidate will demonstrate some, if not all, of the following:

- Excellent organizational, interpersonal, and communications skills
- Experience in sales, retail, and/or customer-facing roles
- Strong problem-solving skills
- Positive and professional demeanor
- Ability to work on a team and adapt to changing work priorities
- Appreciation for classical music
- Local candidate preferred

Additional Requirements

- Daytime availability required
- Nights and weekends are required
- Occasional travel between Music Academy's Miraflores campus and off-site venues

Compensation and Benefits

This is a seasonal, non-exempt, part-time position. Compensation is \$18-20 per hour, commensurate with skills and experience. Seasonal employees are not eligible for Music Academy benefits unless required by law. Lunch at Miraflores Campus (Monday-Friday) is included during the Summer Festival. Complimentary tickets are offered when available.

Application Process

Please email a letter of interest and current resume to hr@musicacademy.org, using the subject header **Front of House Manager**. PDF format only. No phone calls, please. A background screening will be performed as a condition of employment.

The Music Academy is an equal opportunity employer. We aim to create a diverse and inclusive work environment and we value each employee's unique experiences and perspectives.

Our MISSION

The mission of the Music Academy of the West is to provide classically trained musicians and diverse audiences with transformative educational and performance experiences. We support musicians to expand their talents, inspire each other, and pursue artistic innovation.

About the Music Academy of the West

Located in Santa Barbara, the Music Academy of the West creates a space where exceptional talent can thrive by encouraging artists to stretch, experiment, improvise, and play. The Academy provides classically trained musicians and diverse audiences with transformative educational and performance experiences. The Music Academy's programs include an annual eight-week Summer School & Music Festival (June 15 through August 9, 2025) which trains up to 150 fellows ages 18-34 and presents more than 130 performances and events, competitions, and a fully staged opera; *Sing!*, a children's choir that performs with local, national, and international partners; the innovative Alumni Enterprise Awards; and Mariposa Concert Series.

For more information, please visit musicacademy.org.